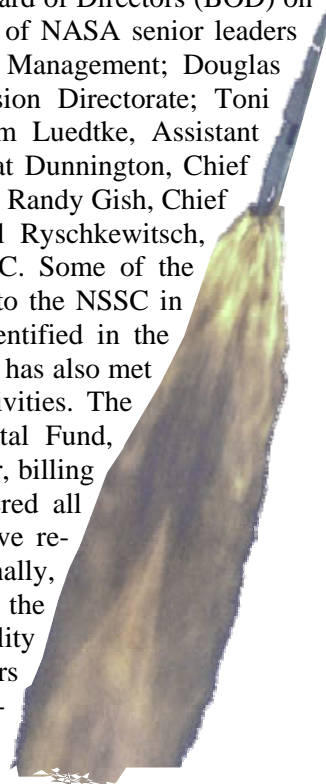


NSSC News ... Edition 40 ... November 2006

NSSC Update

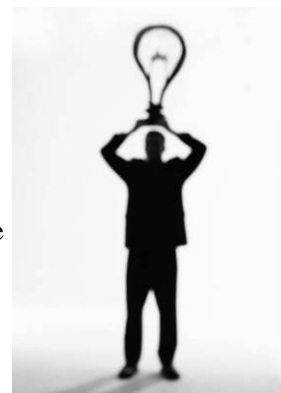
On October 5, 2006 the NSSC senior management team briefed our Board of Directors (BOD) on the overall performance of the NSSC. The NSSC BOD is comprised of NASA senior leaders including: Charles Scales, Associate Administrator, Institutions and Management; Douglas Cooke, Deputy Associate Administrator, Exploration Systems Mission Directorate; Toni Dawsey, Assistant Administrator, Human Capital Management; Tom Luedtke, Assistant Administrator, Procurement; Gwen Sykes, Chief Financial Officer; Pat Dunnington, Chief Information Officer; Lewis Braxton, Director, Center Operations, ARC; Randy Gish, Chief of Staff and Associate Director; (Management), JSC; Dr. Michael Ryschkewitsch, Deputy Director, GSFC; and Brad Baker, Procurement Officer, GRC. Some of the things covered at the meeting included the transition of 32 activities to the NSSC in seven months and plans to transition the 23 remaining activities identified in the implementation plan consistent with the transition schedule. The NSSC has also met or exceeded the service level indicators for 95% of transitioned activities. The NSSC successfully implemented NASA's first large Working Capital Fund, which allows the flexibility to operate as a true shared services center, billing our customers for the services they actually use. We have delivered all planned services in FY06 for significantly less than planned and have reduced the payback period for the NSSC from 2.8 years to 2.3 years. Finally, the construction of the new building (Building 1111) has begun; in the meantime, however, we have completely outfitted the interim facility (Building 5100) to accommodate 100 civil servants and 220 contractors in a seven month period and are staffed to within 10% of our plan despite difficulties associated with Hurricane Katrina.



Customer Satisfaction & Communication

Industry and other government agencies have begun taking note of NASA's shared services center, which has enjoyed much success during its first months of operation. A number of different organizations and media have requested visits, articles, interviews, or presentations by the NSSC Senior Leadership Team to demonstrate those activities that have made NASA a success in a shared services environment. Highlights include:

- IDC Government Insight Interview
- Focus Consulting Interview
- Performance Measurements for Shared Services
- Shared Services in the Public Sector hosted by IQPC (Canada)
- Customer Feedback Summit
- NASA Project Management Challenge
- 7th Annual Shared Services Week & Excellence Awards Conference
- CSC Innoventure Conference
- Benchmarking visit from The State Department
- Hosting of Partners for Stennis



SPEAKER'S BUREAU

The NSSC continues to host prominent NASA leaders to help educate NSSC employees (civil servant and contractor) about NASA history, culture, and missions. Recently, former SSC Director Roy S. Estess and former SSC Propulsion Director Boyce Mix spoke at the NSSC.

The two NASA space pioneers spoke about their extensive NASA careers. The speakers exciting and informative discussion helped NSSC employees learn more about NASA from those who helped author its history.

nssc NASA Shared Services Center

NSSC News ... Continued

Service Delivery Update

The NSSC Integrated Project Plan

The NSSC Integrated Project Plan is in place. Work on the plan began in April, 2006. The NSSC Integrated Project Plan is a tool for linking initiatives to the NSSC Balanced Scorecard and for making the most efficient use of NSSC resources. The NSSC Integrated Project Plan is the framework that links all NSSC project plans. A single resources pool shared by all NSSC project plans lets individual project managers view resource allocations across all projects. We need an Integrated Project Plan for:

- more realistic estimates of completion dates
- assigning priorities to competing projects
- providing relief for overburdened resources
- prioritizing competing projects
- capturing and quantifying project cost

What did we do from April to October to get the NSSC Integrated Project Plan to where it is now? We had to develop the framework for determining when a project should be attached to the Integrated Project Plan and the process for attaching projects to the plan. Things like the project communities (internal business, customer, learning and growth and financial); who manages the overall Integrated Project Plan (The Director, Business and Administration); and the criteria for attaching a project to the integrated plan had to be decided. The technology to truly integrate the project plans had to be built and the plans linked. Significant improvements had to be made to the NSSC's project plans. For example, a single NSSC shared resources pool had to be developed and we had to change the way we think of and estimate task duration. We had to change the way we use project plans. Now we link tasks, show critical paths, and identify fixed milestones.

The final step was to identify and prioritize initiatives that should be attached to the Integrated Project Plan. Here is a list of NSSC Integrated Project Plan priorities as of October 19, 2006:

1. SVU Migration
2. NSSC Business Intelligence Solution
 - a. Data Warehouse
 - b. Remedy Enhancements
3. Transitions
 - a. New Hire In Processing
 - b. Recruitment Logistics
4. e-Travel Migration
5. Quality Measures
6. Customer Service Portal
7. New Building
8. New Business

- a. Consolidated Licenses
- b. Fleetcard/Travel card
- c. Agency Forms

Financial Management Update

The NSSC remains dedicated to providing customer focused, high quality, and timely support services to NASA employees.

Travel

For fiscal year end, the NSSC established and communicated a year end travel voucher processing plan and committed to processing all PCS vouchers received on or before September 13th and all Domestic/Foreign vouchers received on or before September 20th.

To accomplish this goal, workloads were redistributed daily based on the volume of vouchers received. As a result of the tremendous effort put forth by the NSSC Travel Office and the Customer Contact Center, the NSSC processed 99% of the vouchers received before the year end system close. Over 8,250 vouchers were paid by NSSC employees in September, with 5,264 of those payments made between Sept 5th and Sept. 27th. This included 991 out of 1,022 vouchers received after the September 20th deadline. Only 63 vouchers remained unpaid at closing.

Accounts Payable/Accounts Receivable

The NSSC Accounts Payable/Accounts Receivable Branch disbursed 128 payments for September 2006 totaling \$5,328,460.38. Over half of the approximately 220 invoices for FY 2006 were paid in September. All September and October invoices to vendors were paid by the September 27, 2006 deadline, and 100% of payments were made on time.

Accounts Receivable was instrumental in ensuring the deposit for the Bank of America (BOA) rebate check for \$116,613.80. We successfully developed the process for transferring checks and cash received at the NSSC with Treasury Financial Management Services. The BOA funds will be used to lower the NSSC overhead rates.

Payroll

For the pay period ending September 2, 2006, the NSSC Payroll Team processed over 1,500 prior pay period adjustments by the established cut-off and ensured all Type II adjustments for FY 2006 were processed by September 13, 2006. The Team also processed 65 Non-NASA awards by the September 8th deadline.

With each pay period closing, the NSSC Payroll Team prepares and reviews lessons learned to be incorporated into future pay period processing. The NSSC Payroll Team continuously seeks process improvements that will effectively and efficiently enable us to provide the highest level of service.

NSSC News ... Continued

NSSC Financial Management Prepares for Travel Voucher Processing

On Nov. 16, 2006, the NASA Shared Services Center (NSSC) plans to begin processing approximately 8,000 travel vouchers that were accumulated during the 2006 year-end downtime and SAP Version Upgrade. The vouchers will be processed for payment on a first-in, first-out basis depending on when they were disbursed in Travel Manager (TM).

Vouchers for Sept. 26 through Sept. 27, 2006 were loaded into TM by the Integrated Enterprise Management Program (IEMP) Competency Center on Nov. 15, 2006. The next step is for the NSSC to process the vouchers for payment. After the Office of the Chief Financial Officer, IEMP Competency Center and the NSSC have validated the results in SAP, a decision will be made to process the remaining vouchers.

The NSSC anticipates paying approximately 3 - 4 days of backlogged vouchers per day and has worked with the Department of Treasury to support weekend work for payment processing. The vouchers transmitted to the Treasury on the weekends will be processed for payment on the following business day. In anticipation of the changing workload, the NSSC has taken steps to re-balance staffing and increase support for voucher processing.

The NSSC has identified a dedicated team to work the anticipated funding challenges with the centers prior to paying the applicable vouchers. The NSSC will partner with each center to ensure the necessary funding is provided so that all complete and correct vouchers are processed.

For an estimated timeline for projected dates of travel voucher processing which will be frequently updated, visit the NSSC Customer Service Web site under Travel at: <http://www.nssc.nasa.gov/customerservice/fm/index.htm>

The NSSC is dedicated to providing high-quality, timely support to its valued customers. Should you have any questions or concerns regarding a specific travel voucher, please do not hesitate to call the NSSC Customer Contact Center at 1-877-NSSC123 (1-877-677-2123) or via e-mail: nssc-contactcenter@nasa.gov



NSSC News ... Continued

Procurement Update

The end of year was a challenge to award expiring funds actions, earmarks and as many other grants and cooperative agreements as possible prior to the SVU shutdown. All requested expiring funds actions (29) were awarded. Fifty-seven earmarks were awarded with 7 (4 SSC, 3 GSFC) still to be awarded pending resolution of various technical issues and receipt of a complete technical requirements package. For FY06, since starting Wave I in May, we have awarded 686 grants and cooperative agreements at a cumulative value of \$111 million. All of these awards have exceeded our established metric of 29 days from receipt of a complete purchase request package. The NSSC recently transitioned Wave II Grants and Cooperative Agreements and the Wave I SBIRs / STTRs.

Business & Administration

The construction of Building 1111 is progressing. As of October 25, 2006 the vibro pier installation (the initial foundation for the building) was complete as well as the pile caps and grade beams. The pile caps and grade beams, which rest on top of the vibro pier, provide stability and serve as a reference for future building assembly. The general contractor, Whitesell-Green, is proceeding on schedule with work on the foundation and off-site fabrication of key structure units such as structural steel frames and pre-cast wall units.

During the coming weeks, there will be increased activity on the building site as fabrication pieces are delivered and assembled. We will continue to provide building progress reports in each issue.



9/12/06



9/20/06



10/04/06



10/12/06



10/25/06



**NSSC Center Transition Team ViTS
January 31, 2007, 1:00-3:00 pm CST**

NSSC News ... Continued

NSSC Customer Contact Center Testimonials

"Everything is fixed! Your staff person is awesome. She solved the problem and is great to work with. Thanks for everything -- and for the speedy response."

"You are awesome! Thank you so much for your help."

"The person was very knowledgeable and answered my question."

"I was very happy with the response and service that I got from NSSC and want to say thanks to them for being there!"

"Did not expect a live person to contact me. Very helpful and in a timely manner."

"I received excellent services!!"

"The tech was very courteous and professional. Thanks."

"Very helpful and knowledgeable."

"They did an excellent job!"

"Outstanding Support!"

"Individual was very helpful and very patient with me and pleasant to work with."

"I experienced great help and I received good communication as the problem was worked through. Please know how happy I am with the NSSC...I have found my interactions with them to be very professional. They answer my questions quickly, honestly, and thoroughly. I truly hope that this type of service will be what we come to enjoy routinely. As you well know, this particular reimbursement took way too long which may be due to issues LaRC has to address. In any event, please pass along to the NSSC that I appreciated their continuing attention to service to me."

"Very fast, very knowledgeable, helped me out in every manner they could. Was a pleasant, easy undertaking. Many Thanks !!!" and 5+++ to question 2-Was the person who assisted you at the NSSC knowledgeable."

"I would like to say that although I was initially skeptical about the transfer of "grants office" responsibilities to ... NSSC I am now convinced that this move has resulted in a tremendous improvement in the grants process. Someone has obviously considered the management processes very carefully, and they have also done a great job in operations. Congratulations to you and to the grants officers and managers at NSSC. Well done!"



Vision

Unparalleled Service

To provide timely, accurate, high quality, cost effective, and **customer focused** support for selected NASA business and technical services.

Mission